

***Youth Services Survey for Youth
(YSS-Youth) Results***

***Bay Area Region Summary Report
for the
May 2005 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services, as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight the YSS-Youth Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005, survey period. Results of YSS-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 2,610 Bay Area Region YSS-Youth Surveys, a total of 2,198 were considered "completed," as they had at least one response to the YSS-Youth section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 2,610 YSS-Youth Surveys were submitted for the Bay Area Region.

Region

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Bay Area Region	2610	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 42.3% identified themselves as Female, 56.9% as Male and 0.8% as Other. Additionally, 8.4% of the consumers did not respond to this item.

What is your gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	852	38.8	42.3	42.3
Male	1146	52.1	56.9	99.2
Other	16	.7	.8	100.0
Total	2014	91.6	100.0	
No Response	9	8.4		
Total	2198	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your date of birth?” – 9.6% were under age 13, 13.7% were age 13, 15.0% were age 14, 18.9% were age 15, 17.8% were age 16, 16.2% were age 17, 7.5% were age 18-21 and 1.4% were older than 21. Additionally, 12.7% of the consumers did not respond to this item.

Age Category		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	185	8.4	9.6	9.6
	13	263	12.0	13.7	23.3
	14	288	13.1	15.0	38.4
	15	362	16.5	18.9	57.2
	16	342	15.6	17.8	75.0
	17	310	14.1	16.2	91.2
	18-21	143	6.5	7.5	98.6
	over 21	26	1.2	1.4	100.0
	Total	1919	87.3	100.0	
No Response		279	12.7		
Total		2198	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 2.8% reported that it was their first visit; 6.0% reported that they had had more than one visit, but that they had received services for less than one month; 11.9% reported having received services for 1-2 months; 16.0% reported having received services for 3-5 months; 24.7% reported receiving services for 6 months to 1 year; and 38.6% reported receiving services for more than one year. Additionally, 32.5% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	41	1.9	2.8	2.8
	> 1 visit, but < one month	89	4.0	6.0	8.8
	1 to 2 months	177	8.1	11.9	20.7
	3 to 5 months	238	10.8	16.0	36.7
	6 months to 1 year	366	16.7	24.7	61.4
	More than 1 year	573	26.1	38.6	100.0
	Total	1484	67.5	100.0	
	No Response	714	32.5		
Total		2198	100.0		

* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Youth Survey, 28.4% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1121	51.0	51.0	51.0
	Yes	625	28.4	28.4	79.4
	Unknown	452	20.6	20.6	100.0
	Total	2198	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

On the YSS-Youth Survey, 33.7% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1457	66.3	66.3	66.3
	Yes	741	33.7	33.7	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 27.4% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1595	72.6	72.6	72.6
	Yes	603	27.4	27.4	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 9.0% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2001	91.0	91.0	91.0
	Yes	197	9.0	9.0	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 7.9% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2025	92.1	92.1	92.1
	Yes	173	7.9	7.9	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 3.2% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2127	96.8	96.8	96.8
	Yes	71	3.2	3.2	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 18.9% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1782	81.1	81.1	81.1
	Yes	416	18.9	18.9	100.0
	Total	2198	100.0	100.0	

On the YSS-Youth Survey, 2.2% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2150	97.8	97.8	97.8
	Yes	48	2.2	2.2	100.0
	Total	2198	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Youth Survey, 0.2% of the consumers used the Chinese version of the YSS-Youth Survey; 96.8% of the consumers responded using the English version; 0.0% used the Korean version; 3.0% used the Spanish version and 0.0% of the consumers used the Tagalog version of the YSS-Youth Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	4	.2	.2	.2
	English	2128	96.8	96.8	97.0
	Spanish	65	3.0	3.0	100.0
	Tagalog	1	.0	.0	100.0
	Total	2198	100.0	100.0	

PREFERRED LANGUAGE

On the YSS-Youth Survey, 96.7% of the consumers responded that the services they received were provided in the language they preferred and 94.2% responded that written information was available in their preferred language. Additionally, 9.5% and 11.1% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	65	3.0	3.3	3.3
	Yes	1925	87.6	96.7	100.0
	Total	1990	90.5	100.0	
No Response		208	9.5		
Total		2198	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	113	5.1	5.8	5.8
	Yes	1840	83.7	94.2	100.0
	Total	1953	88.9	100.0	
No Response		245	11.1		
Total		2198	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 91.5% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 8.4% of the consumers did not respond to this item.

In the past MONTH, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1841	83.8	91.5	91.5
	1 arrest	105	4.8	5.2	96.7
	2 arrests	30	1.4	1.5	98.2
	3 arrests	15	.7	.7	98.9
	4 or more arrests	22	1.0	1.1	100.0
	Total	2013	91.6	100.0	
	No Response	185	8.4		
Total		2198	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 41.5% indicated 1 day or less, 11.3% indicated 2 days, 16.3% indicated 3-5 days, 5.2% indicated 6-10 days, 5.4% indicated more than 10 days, 13.9% did not remember and 6.4% indicated that the question did not apply to them or that they were not in school. Additionally, 8.3% of the consumers did not respond to this item.

How often were you absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	837	38.1	41.5	41.5
	2 days	228	10.4	11.3	52.9
	3-5 days	328	14.9	16.3	69.1
	6-10 days	104	4.7	5.2	74.3
	More than 10 days	109	5.0	5.4	79.7
	Do not remember	281	12.8	13.9	93.6
	Not Applicable / Not In School	128	5.8	6.4	100.0
	Total	2015	91.7	100.0	
	No Response	183	8.3		
Total		2198	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 59.6% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	888	40.4	40.4	40.4
	Yes	1310	59.6	59.6	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 4.3% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2103	95.7	95.7	95.7
	Yes	95	4.3	4.3	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 98.4% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2162	98.4	98.4	98.4
	Yes	36	1.6	98.4	100.0
	Total	2198	100.0	1.6	

For the May 2005 survey period, 6.5% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2056	93.5	93.5	93.5
	Yes	142	6.5	6.5	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 1.7% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2161	98.3	98.3	98.3
	Yes	37	1.7	1.7	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 12.6% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1920	87.4	87.4	87.4
	Yes	278	12.6	12.6	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 8.8% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2004	91.2	91.2	91.2
	Yes	194	8.8	8.8	100.0
	Total	2198	100.0	100.0	

For the May 2005 survey period, 5.0% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2089	95.0	95.0	95.0
	Yes	109	5.0	5.0	100.0
	Total	2198	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (if applicable)

Out of 2,610 surveys received, 412 (15.8%) were not completed by the consumers. County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 31.1% of the consumers were reported to have Refused the survey, 11.7% were reported to have had an Impairment, 5.2% did not have a survey available in their Language and 52.0% were marked as having an "Other" reason for non-completion. Additionally, 10.9% of the YSS-Youth Surveys that were not completed did not have a "Reason" response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	114	27.7	31.1	31.1
	Impairment	43	10.4	11.7	42.8
	Language	19	4.6	5.2	48.0
	Other	191	46.4	52.0	100.0
	Total	367	89.1	100.0	
No Response		45	10.9		
Total		412	100.0		

Youth Services Survey for Youth (YSS-Youth)

Summary Report

About the Youth Services Survey for Youth (YSS-Youth)

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Youth survey is currently used in most states across the United States.

It is important to remember that the ratings on the YSS-Youth survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth survey provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the May 2005 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Youth survey averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the YSS-Youth subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 20.4% reported that they were Very Satisfied, 47.2% reported they were Satisfied, 21.2% were Neutral, 7.3% were Somewhat Dissatisfied and 4.0% were Dissatisfied. Additionally, for 5.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	83	3.8	4.0	4.0
	Somewhat Dissatisfied	152	6.9	7.3	11.3
	Neutral	441	20.1	21.2	32.4
	Satisfied	984	44.8	47.2	79.6
	Very Satisfied	425	19.3	20.4	100.0
	Total	2085	94.9	100.0	
No Response		113	5.1		
Total		2198	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 35.0% reported that they were Very Satisfied, 46.9% reported they were Satisfied, 12.2% were Neutral, 3.6% were Somewhat Dissatisfied and 2.3% were Dissatisfied. Additionally, for 6.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	48	2.2	2.3	2.3
	Somewhat Dissatisfied	73	3.3	3.6	5.9
	Neutral	250	11.4	12.2	18.1
	Satisfied	964	43.9	46.9	65.0
	Very Satisfied	719	32.7	35.0	100.0
	Total	2054	93.4	100.0	
No Response		144	6.6		
Total		2198	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation of Treatment Planning” subscale, 18.7% reported that they were Very Satisfied, 48.0% reported they were Satisfied, 24.0% were Neutral, 6.5% were Somewhat Dissatisfied and 2.8% were Dissatisfied. Additionally, for 3.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	59	2.7	2.8	2.8
	Somewhat Dissatisfied	138	6.3	6.5	9.3
	Neutral	508	23.1	24.0	33.3
	Satisfied	1014	46.1	48.0	81.3
	Very Satisfied	395	18.0	18.7	100.0
	Total	2114	96.2	100.0	
No Response		84	3.8		
Total		2198	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 18.0% reported that they were Very Satisfied, 47.4% reported they were Satisfied, 27.0% were Neutral, 5.5% were Somewhat Dissatisfied and 2.0% were Dissatisfied. Additionally, for 4.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	43	2.0	2.0	2.0
	Somewhat Dissatisfied	116	5.3	5.5	7.5
	Neutral	570	25.9	27.0	34.5
	Satisfied	1001	45.5	47.4	82.0
	Very Satisfied	380	17.3	18.0	100.0
	Total	2110	96.0	100.0	
No Response		88	4.0		
Total		2198	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 26.7% reported that they were Very Satisfied, 47.7% reported they were Satisfied, 17.9% were Neutral, 4.6% were Somewhat Dissatisfied and 3.0% were Dissatisfied. Additionally, for 1.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	65	3.0	3.0	3.0
	Somewhat Dissatisfied	99	4.5	4.6	7.6
	Neutral	388	17.7	17.9	25.5
	Satisfied	1032	47.0	47.7	73.3
	Very Satisfied	578	26.3	26.7	100.0
	Total	2162	98.4	100.0	
No Response		36	1.6		
Total		2198	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 3.87; 2,085 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.14; 2,054 responses), Participation in Treatment Planning (indicated by a subscale score of 3.75; 2,114 responses), Outcomes (indicated by a subscale score of 3.79; 2,110 responses) and services generally (General Satisfaction; indicated by a subscale score of 3.95; 2,162 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	2085	1.00	5.00	3.87	.95
Average: Perception of Cultural Sensitivity	2054	1.00	5.00	4.14	.85
Average: Perception of Participation in Treatment Planning	2114	1.00	5.00	3.75	.89
Average: Outcomes	2110	1.00	5.00	3.79	.83
Average: General Satisfaction	2162	1.00	5.00	3.95	.88
Valid N (listwise)	1875				